



CALFRESH ENDING SSI CASH-OUT SUMMER 2019

Framework of Solutions for Successful Implementation

Mission: Reducing hunger and poverty in California for seniors and people with disabilities.

Vision: Excellent customer service and access for all.



CALL

- Offer electronic signatures over telephone to accept and complete applications by telephone
- Offer customers flexible interview times by telephone
- Upgrade IVR menu and features:
 - Call back, self service



CLICK

- Maximize Consortia's on-line and mobile application features:
 - Upload verifications, check application status, create accounts
- Promote GetCalFresh.org
- Offer same day service when applicants apply on-line, with telephone interview



COME IN

- Welcome with Greeter/Customer Service Liaison to assist clients and actively manage lobby
- Upgrade lobby and line management tools
 - Signage, messaging, monitors, on-line terminals, telephones, kiosks
- Offer same day service when applicants come in to apply, with either an in office or telephone interview

STREAMLINE VERIFICATIONS

- Electronic verifications for identity, residence, and SSI income
- Standardized protocols for deductions for medical, dependent care, and shelter

PROVIDE ACCESS FOR ALL

- Reasonable accommodations in all doors
- Multi-language access in all doors
- Authorized representative processes in all doors

COLLABORATE TO HELP CLIENTS APPLY

- County staff from IHSS, Medi-Cal QMBY, multi-program outreach, and other local programs serving people on SSI
- CalFresh Outreach Application assisters, including food banks, area agencies on aging, independent living centers, and more
- All community partners can educate and refer

Get updates here: <http://www.cdss.ca.gov/CalFreshSSI>

Need more information? Send questions here: CalFreshSSI@dss.ca.gov